



Republic of the Philippines
Department of Education
REGION VIII
SCHOOLS DIVISION OF NORTHERN SAMAR

Office of the Schools Division Superintendent

January 10, 2024

DIVISION MEMORANDUM
No. 008 s. 2024

HARMONIZATION OF INTERNAL AND EXTERNAL SERVICES OF FUNCTIONAL DIVISIONS/OFFICES /UNITS AND SCHOOL OF DEPED NORTHERN SAMAR WITH DEPED CITIZENS' CHARTER 2022 1st EDITION AND IMPLEMENTATION OF THE CLIENT SATISFACTION MEASUREMENT (CSM) REPORTING MECHANISM

To: Assistant Schools Division Superintendent
Chiefs, Functional Divisions
Heads of Units/Offices
Schools and District Heads
All others concerned.


1. In compliance with the DepEd Region VIII Regional Memorandum No. 1399, s. 2023 dated December 15, 2023, reiterating the DepEd Central Office Memorandum dated December 11, 2023, which mandates the submission of Client Satisfaction Measurement (CSM) Results for 2023 and on an annual basis following the Anti-Red Tape Authority Memorandum Circular No 2019-002-A or *Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018"* and its *Implementing Rules and Regulations* which states that all government agencies shall submit their Client Satisfaction Measurement (CSM) Report every year.
2. All functional units and schools of this Division allow clients to voluntarily fill out the Client Satisfaction Measurement (CSM) Survey Form after their respective transaction/s with the office/unit concerned have been concluded, please see enclosure.
3. The CSM Survey form shall be collected/dropped at the designated drop box at the Division Office entrance/guard house.
4. Schools shall submit their collected CSM Survey Form to the Division Office addressed to the Office of the Schools Division Superintendent through **FRANCIS RICO E. TOBES**, ARTA Compliance Coordinator - Administrative Officer II/Legal Assistant Designate, Division Legal Unit this Division, for consolidation.
5. At the end of each quarter the data collected from the CSM from all the units and schools shall be used to generate a Client Satisfaction Measurement (CSM) Report, for submission to the Public Assistance Action Center (PAAC).



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Division Official Website: <https://northernsamar.deped.gov.ph>



6. For this purpose, the heads of each Functional Divisions/Office/Unit and School shall refer to **DepEd Citizen's Charter Handbook 2022 1st Edition** through <http://tinyurl.com/2022-DepEd-Citizens-Charter> and post in a conspicuous manner in their respective School/Office their respective **internal and external services** offered.
7. For immediate and wide dissemination.


GAUDENCIO C. ALJIBE, JR, CESO VI
Assistant Schools Division Superintendent
Officer-in-Charge
Office of the Schools Division Superintendent

DepEd Northern Samar

RELEASED

By: _____

Date: 10/2/2024



Republic of the Philippines
Department of Education
SCHOOLS DIVISION OF NORTHERN SAMAR

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

OFFICE/UNIT TO BE RATED: _____
Client type: Citizen Business Government (Employee or another agency)
Date: _____
Sex: Male Female Age: _____
Region of residence: _____ Service Availed: _____






INSTRUCTIONS: **Checkmark** your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/ office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?
 1. I know what a CC is and I saw this office's CC.
 2. I know what a CC is but I did NOT see this office's CC.
 3. I learned of the CC only when I saw this office's CC.
 4. I do not know what a CC is and I did not see one in this office. (Answer N/A on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
 1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
 1. Helped very much 3. Did not help
 2. Somewhat helped 4. N/A

INSTRUCTIONS:
For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer

						N/A
SQD0 I am satisfied with the service that I availed.						
SQD1, I spent a reasonable amount of time on my transaction.						
SQD2 The office followed the transaction's requirements and steps based on the information provided.						
SQD3 The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4 I easily found information about my transaction from the office or its website						
SQD5 I paid a reasonable amount of fees for my transaction						
SQD6 I feel the office was fair to everyone, or "walang palakasan", during my transaction						
SQD7 I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8 I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional): _____

Email address (optional): _____

THANK YOU!



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